Table 1

Caseload

		Reporting year#				
		03/04	04/05	05/06	06/07	07/08
(A)	**Enquiries received**	**12,552**	**11,742**	**14,633**	**15,626**	**12,169**
(B)	**Complaints received@**	**4,661**	**4,654**	**4,266**	**5,606**	**4,987**
(C)	**Complaints brought forward**	**772**	**1,088**	**719**	**676**	**942**
(D)	**Complaints for processing = (B) + (C)**	**5,433**	**5,742**	**4,985**	**6,282**	**5,929**
(E)	**Complaints handled and concluded**	**4,345**	**5,023**	**4,309**	**5,340**	**4,644**
	By preliminary inquiries	**1,834**	**1,873**	**1,758**	**1,643**	**1,938**
	By referral to complainee departments/ organisations for replies (INCH)	203	209	185	143	81
	By rendering assistance/clarification (RAC)	1,631	1,664	1,573	1,500	1,857
	By full investigation	**284**	**125**	**55**	**71**	**38**
	— Withdrawn/Discontinued	6	0	2	0	1
	— Substantiated	14	31	13	15	10
	— Partially substantiated	24	46	14	16	12
	— Unsubstantiated	236	45	26	39	14
	— Inconclusive^	1	0	0	0	0
	— Substantiated other than alleged	3	3	0	1	1
	By mediation	**7**	**6**	**12**	**2(6*)**	**1(3*)**
	Complaints screened out	**1,892**	**1,948**	**1,113**	**2,385**	**1,246**
	— Restrictions	1,259	1,132	351	394	375
	— Outside jurisdiction	633	816	762	1,991	871
	Complaints not pursued	**-**	**-**	**1,371**	**1,239**	**1,421**
	— Discontinued	328	1,071	137	57	436
	— Withdrawn			147	164	157
	— Not undertaken@	-	-	1,087	1,018	828
(F)	**Percentage of complaints concluded = (E) ÷ (D)**	**80%**	**88%**	**86%**	**85%**	**78.3%**
(G)	**Total cases carried forward = (D) - (E)**	**1,088**	**719**	**676**	**942**	**1,285**
(H)	**Number of direct investigations completed**	**5**	**5**	**4**	**4**	**4**
(I)	**Direct investigation assessment reports produced**	**5**	**6**	**6**	**5**	**2**

Each reporting year is from 1 April to 31 March of the next year.

@ From 2006/07, excluding “complaints to others copied to us”. Please refer to the “Glossary of Terms”.

^ Previously “Incapable of Determination”.

* Number of cases attempted for mediation but not accepted by party(ies) concerned.